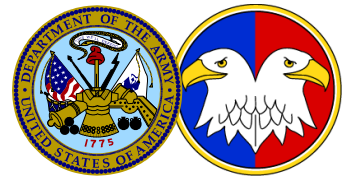




# Information and Referral



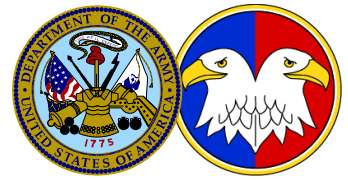
## Objectives for Family Program Contacts

**Identify:**

- **Elements of Information & Referral**
- **Keys to Listening**
- **Concerns**
- **An Accurate Referral**



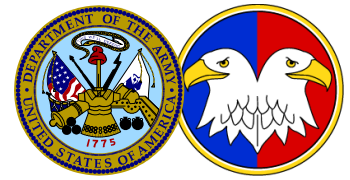
# Elements of I & R



- **Contact**
- **Problem Assessment**
- **Referral**
- **Follow-Up**
- **Confidentiality**



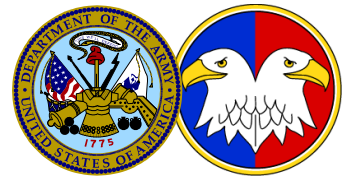
# I & R Contact by:



- **Telephone Call**
- **In Person**
- **Written Request (usually by e-mail)**



# Problem Assessment

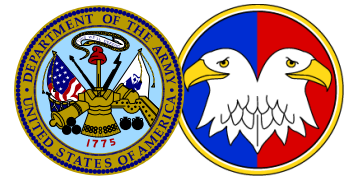


- **Identify the Concern**
- **Ask for the Desired Outcome**

*Refer to excerpt from DA Pam 608-42 on Interviewing Skills, Information Giving and Referral and Follow-up*



# Referral

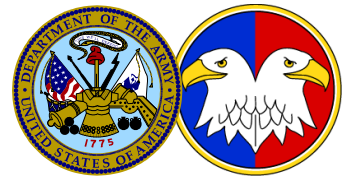


- **Locate Appropriate Source and Indicate Name, Phone, E-mail, Website and Location**
- **Ask Permission, if necessary**
- **Make Referral to Helping Agency**

**Discuss - Resolve - Further**



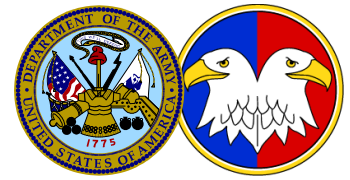
# Follow-up



- **By Phone**
- **Is there Resolution?**
- **Express Care & Concern**



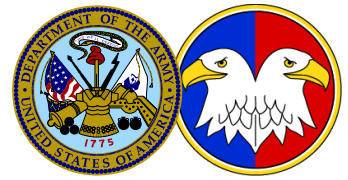
# Confidentially



- **Get permission**
- **Maintain privacy**



# Anxious Calls!

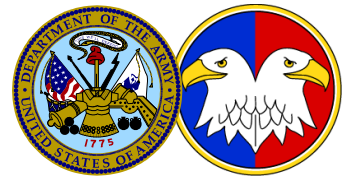


## Attempt to Calm by:

- **Effective Listening**
- **Offering Support**
- **Referring if Necessary**



# Information & Referral



## Summary

**As an Army Reserve Family Program  
Contact,  
I & R is your primary role.**